



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

RCN Telecom Services of Illinois, LLC
for quarter ending September 30, 2012

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$670.00	\$768.00	\$410.00	\$1,848.00
B. Number of credits issued for repairs - 24 - 48 hours	3	10	2	15
C. Number of credits issued for repairs - 48 - 72 hours	4	9	4	17
D. Number of credits issued for repairs - 72 - 96 hours	6	9	2	17
E. Number of credits issued for repairs - 96 - 120 hours	6	5	4	15
F. Number of credits issued for repairs > 120 hours	4	6	2	12
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	27	43	32	102
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	23	22	38	83
C. Number of installations after 10 business days	10	7	12	29
D. Number of installations after 11 business days	7	6	12	25
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$100.00	\$325.00	\$50.00	\$475.00
B. Number of customers receiving credits	4	13	2	19
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	39	36	29	104

Comments